



Architect of the Capitol

Requisition #: SBA-170036

STATEMENT OF WORK (SOW)

Window Cleaning Service Senate Office Buildings (SOB), U.S. Capitol Building, and Capitol Visitor Center (CVC)

DATE: (02 Dec 2016)



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1.0 General. Exterior and Interior Window Cleaning for the U.S. Capitol Building; the Capitol Visitor Center (CVC); the Russell Senate Office Building (RSOB); Dirksen Senate Office Building (DSOB); Hart Senate Office Building (HSOB); Senate Employees Child Care Center; and Daniel Webster Hall Page Dorm.

1.1 Short Description. The Contractor shall provide all management, supervision, labor, materials, supplies, equipment, (except as otherwise provided), and shall plan, schedule, coordinate and assure effective performance of all services described herein.

1.2 Background. Window glass is abused by chemical attack almost every day. Caustic and corrosive air pollution, acid rain, automotive and aircraft exhaust, dust and air-borne grit, hard water deposits, corrosive cleaning chemicals and the deposits of brick, concrete and mortar can haze, erode, etch and pit glass on thousands of windows. Over a period of time, the glass can distort to the point where one can no longer see distinctly through the glass or the glass becomes so clouded that even sunlight is greatly filtered and diffused.

1.3 Objectives. All windows are to be free of debris, free of streaks. All frames are to be free of debris on the interior and exterior of the areas referenced in the solicitation.

1.4 Scope. The Contractor shall furnish all labor, equipment and materials to provide window cleaning services to include but not limited to windows, stone ornamentation, and metal works for the U.S. Capitol Building; the Capitol Visitor Center; the Russell Senate Office Building (RSOB); Dirksen Senate Office Building (DSOB); Hart Senate Office Building (HSOB); Senate Employees Child Care Center; and Daniel Webster Hall Page Dorm, Washington, D.C. The schedule of performance for the services shall be in accordance with Section **1.4.8** Frequencies. The schedule of services shall be based on both scheduled and on-basis. The on-call cleaning of the interior windows of the RSOB, DSOB, HSOB, (excluding those glazed surfaces which constitute the glass walls of the HSOB atrium), Senate Employees Child Care Centers, and Webster Hall shall be ordered, at the discretion of the Government, through the use of work orders at any time during the life of this contract.



1.4.0 Restrictions

1.4.1 Russell Senate Office Building (RSOB)

- a. Bird proofing system components and other building fixtures exist both on exterior and interior courtyard surfaces. The Contractor shall take all possible precautions to protect these fixtures and shall immediately notify the Office of the Superintendent, U.S. Senate Office Buildings concerning any damage occurring to the building or its fixtures as a result of his work operation. See FAR Clause 52.236-9 incorporated therein by reference.
- b. Passenger elevators **SHALL NOT** be used for transport of materials, trucks or equipment.
- c. Manual Boatswain (bosun) chair is not permitted without additional contractor supplied rigging equipment to protect all exterior surfaces including; ledges, railings, roof surface and building façade
- d. All the exterior glass doors' exterior and interior glass shall be cleaned as part of the RSOB window cleaning services.

1.4.2 Dirksen Senate Office Building (DSOB)

- a. Bird proofing system components and other building fixtures exist both on exterior and interior courtyard surfaces. The Contractor shall take all possible precautions to protect these and shall immediately notify the Office of the Superintendent, U.S. Senate Office Buildings concerning any damage occurring to the building or its fixtures as a result of his work operation. See FAR Clause 52.236-9 incorporated therein by reference.
- b. Passenger elevators **SHALL NOT** be used for transport of materials, trucks or equipment.
- c. Manual boatswain (bosun) chairs not permitted on exterior street sides of building is prohibited due to roof anchor placement and 1st Street pediment.
- d. All the exterior glass doors' exterior and interior glass shall be cleaned as part of the DSOB window cleaning services.



1.4.3 Hart Senate Office Building (HSOB)

- a. Bird proofing system components and other building fixtures exist both on exterior and interior courtyard surfaces. The Contractor shall take all possible precautions to protect these and shall immediately notify the Office of the Superintendent, U.S. Senate Office Buildings concerning any damage occurring to the building or its fixtures as a result of his work operation. See FAR Clause 52.236-9 incorporated therein by reference.
- b. Passenger elevators **SHALL NOT** be used for transport of materials, trucks or equipment.
- c. Manual boatswain (bosun) chair Not Permitted – all areas.
- d. Nine (9) story atrium work is to be completed **daily** when Senate is out of session or on weekends with approval from COTR.
- e. Roof anchors are available on the Second Street NE. C Street NE and Constitution Avenue NE exterior windows are accessible by window balconies of the HSOB.
- f. The curbside entry canopy on Second Street NE of the HSOB exterior (topside) glass shall be cleaned only.
- g. All exterior glass door's exterior and interior glass are included and shall be cleaned as part of the HSOB window cleaning services.
- h. No interior skylight glass shall be included in the cleaning services of the HSOB. Only the exterior glass of the skylights shall be cleaned as part of the HSOB.

1.4.4 U.S. Senate Child Care Center

- a. Exterior windows have screens installed. The Contractor will be responsible for removing and reinstalling all screens. The Contractor will take all possible precautions to protect all window screens and will immediately notify the COTR concerning any damage to the building or its fixtures.
- b. All interior windows and plate glass that are framed in Plexiglas will have the Plexiglas removed and reinstalled by AOC staff during the cleaning operation. The inner glass and back sides of Plexiglas will be cleaned and



the Plexiglas reinstalled. This should happen during the first scheduled cleaning of each new contract, or as needed.

- c. When entering the infant area located on the first floor. The Contractor will wear booties over their shoes (booties will be provided by the AOC) to prevent contamination of the infant environment. See FAR Clause 52.236-9 incorporated by reference.
- d. Work will be scheduled for Saturday only.

1.4.5 Daniel Webster Hall Page Dorm

Bird proofing system components and other building fixtures exist both on exterior and interior courtyard surfaces. The Contractor shall take all possible precautions to protect these and shall immediately notify the Office of the Superintendent, U.S. Senate Office Buildings concerning any damage occurring to the building or its fixtures as a result of his work operation. See FAR Clause 52.236-9 incorporated therein by reference.

1.4.6 U.S. Capitol Building

- a. The window cleaning services for the U.S. Capitol Building is for exterior windows only. No windows above the roofline of the building are required to be cleaned. The Dome windows are excluded from the services provided in this contract.
- b. The U.S. Capitol Building roof anchors are safety approved and are available for use in the performance of this contract.

1.4.7 Capitol Visitor Center (CVC)

The Capitol Visitor Center's six exterior skylights shall be cleaned twice each year. No interior skylight window cleaning is required. Scheduling for these services are to be coordinated with the COTR.

1.4.8 Frequencies

1.4.8.1 The Contractor shall provide one (1) exterior window cleaning of the RSOB, DSOB, HSOB (including HSOB nine (9) story atrium windows and frames and pedestrian bridges); Senate Child Day Care; and



Daniel Webster Hall Page Dorm per year. Service is to occur between **March and April** (while in recess).

1.4.8.2 The Contractor shall provide one (1) interior & exterior window cleaning of the RSOB, DSOB, HSOB (including HSOB nine (9) story atrium windows and frames and pedestrian bridges); Senate Child Day Care; and Daniel Webster Hall Page Dorm per year. Service is to occur **August through September** (while in recess). Interior window cleaning shall occur outside of normal business hours. Office hours of building occupants: 8:00 a.m. – 6:30 p.m. (depending on Senate schedule)

1.4.8.3 The contractor shall provide, In addition, on-call cleaning of the interior windows of the RSOB, DSOB, HSOB (not including HSOB nine (9) story atrium windows and frames and pedestrian bridges); Senate Child Day Care; and Daniel Webster Hall Page Dorm shall occur 3 times annually, per the Governments discretion. The minimum square foot (sqft) per service call for interior window washing is 1,000sf. Estimated three (3) service calls per year for an estimate total of 3,000sqft total each year.

1.4.8.4 The contractor shall provide window cleaning of the exterior windows for the U.S. Capitol Building and CVC skylights, services shall include two (2) scheduled cleanings (**March or April and August or September**) for the base year; followed by two (2) cleanings per each of the four (4) option year period of performance. (The Capitol window cleaning is contingent on the congressional recess).

1.4.8.5 In addition, on-call cleaning of the exterior windows for the U.S. Capitol Building and CVC, services shall include (1) optional cleaning during each of the four (4) option year period of performance. (The Capitol window cleaning is contingent on the congressional recess), per the Governments discretion. Optional cleaning for this item will be funded and executed separately by a unilateral modification. The minimum square foot (sqft) per service call for exterior window washing is 1,000sqft. Estimated one (1) service call per year for an estimate total of 1,000sqft total each year.

1.5 Contract Type. This is an Invitation for Bid (IFB), Firm-Fixed Price (FFP) contract for Window Cleaning.

1.6 Place of Performance/Hours of Operation.

United States Capitol Building
Washington, DC 20515

U. S. Capitol Visitor Center
Washington, DC 20515

Russell Senate Office Building (RSOB) - Delaware & Constitution Avenue NE 20510
Dirksen Senate Office Building (DSOB) - 1st & Constitution Avenue NE 20510
Hart Senate Office Building (HSOB) - 2nd Street & Constitution Avenue NE 20510
Senate Employees Child Care Center - 314 C Street NE 20510
Daniel Webster Hall Page Dorm - 300 C Street NE 20510

Service is to occur March through April (Spring) and August through September (Fall) (while in recess). Interior window cleaning shall occur outside of normal business hours. Office hours of building occupants: 8:00 a.m. – 6:30 p.m. (depending on Senate schedule)

1.6

1.7 Period of Performance. One Base with four option years from time of award.

Period of Performance Table: 1

	Expected Start Date	Expected End Date
Base Year	January 1, 2017	December 31, 2017
Option Year 1	January 1, 2018	December 31, 2018
Option Year 2	January 1, 2019	December 31, 2019
Option Year 3	January 1, 2020	December 31, 2020
Option Year 4	January 1, 2021	December 31, 2021

1.8 Funding. Funding will be provided by each jurisdiction

1.9 Privacy Act. Comply with privacy act requirements

1.10 Personal Service. Non personal services, include Certification of Non-personal Services (Form).

1.11 Security. In accordance with Clause AOC52.223-5 “Special Security Requirements – Services (Feb 2010) of the Contract **within 7 calendar days after date of award the Contractor shall submit the COTR a list of all employees proposed to support this contract.** The Contractor shall comply with all AOC security regulations, policies and procedures.

Furthermore, in accordance with Clause AOC52.204-4 “Personal Identity Verification of Contractor Personnel (December 2012),” of the Contract, a copy of the E-Verify



case details document evidencing “employment authorized” (final verification request) shall be provided with each request for an AOC ID badge.”

1.12 Safety. The Contractor shall observe all safety precautions throughout the performance of this contract. All work shall comply with the applicable requirements of 29 CFR, OSHA 1910/1926 and 40 CFR 761, ANSI IWCA I 14.1--2001 EXCERPT and the AOC Safety Manual. All work shall comply with applicable state and municipal safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply.

The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work. The Contractor shall hold the Government harmless for any action on its part or that of its employees that results in illness, injury or, death.

The Contractor shall provide and ensure that all its personnel at the work site properly wear all applicable safety devices and apparel including but not limited to Fall Arrest Protection and soft soled steel-toed shoes. These devices and apparel shall be provided at no cost to the government.

The Contractor shall provide and use adequate barricades and signs to provide sufficient notice of potential safety hazards prior to, during, and after the performance of the services.

The Contractor shall never leave power equipment unattended without disconnecting them from their power source.

All electrical cords shall be properly sized for the job and placed away from vehicular or pedestrian traffic. All connections between the extension cords and related equipment (e.g. tools, machine, or additional extension cords) shall be tightly fastened with no exposed electrical contacts.

All extension cords shall have, and use, a proper electrical grounding prong. Power tools and/or extension cords used in damp areas shall be plugged into a Ground Fault Circuit Interrupter (GFCI) switches to immediately shutdown when a short to ground is detected.

1.13 Energy Efficiency/Compliance. AOC energy conservation practices shall be followed.

1.14 Sustainability. The AOC will require submittals along with the contractor’s initial proposal on all chemicals expected to be used on this contract. Documentation shall be provided on individual product certifications (Green Seal, EPA Design for the Environment or Environmental Choice) to demonstrate compliance with these requirements where



applicable. This includes a Materials Safety Data Sheet for each chemical used. The COTR will review and approve each of these chemicals as part of the proposal package.

1.15 Management Plan. The below list make up the Management Plan

1.15.1 Key Personnel. Contractor to provide a list of key personnel.
NOTE: Key personnel may not be removed from the contract by contractor without express approval of the AOC Contracting Officer. The project manager shall oversee the daily activities of the work performed under the contract, act as a single point of contact for communications, and be responsible for all work performed under this contract. The project manager need not be assigned full-time to the contract, but must be accessible to the COTR and shall ensure that all requirements are met as stated herein.

1.15.2 SOW Requirements: As part of the Management Plan, the Contractor will also, at a minimum, outline the means of or process within the SOW.

1.16.1 Quality Control: The Contractor shall implement an effective quality control program. This program shall insure the Contractor fulfills all the requirements of this Statement of Work. This program shall include but not be limited to including all elements of the quality control program described in the Technical Proposal which the Contractor submitted in response to the Authority's solicitation for this contract. The Contractor shall provide on the job site no less than the level of quality described in this Specification.

1.16.5 Risk Management At minimum, the Contractor shall describe the processes and procedures for mitigating the following risks:

- a. Safety Issues
- b. Fall Protection
- c. Customer Complaints
- d. Replacing Key Personnel when required.
- e. Damage to customer property. Third-party bodily injuries.
- f. Damage to your equipment. Chemical exposure.
- g. Employee occupational injuries.
- h. Reduction of operations due to new regulations, directives, or product development
- i. Non-compliance with laws and regulations

1.17 Records/Data All work products and records will remain the exclusive property of AOC and will not be disclosed to outside parties.



After the receipt of Notice of Contract Award the Contractor shall submit the following documentation in the specified time frames:

Within seven (7) calendar days: The Contractor shall provide the Contracting Officer Technical Representative (COTR) with Material Safety Data Sheets (MSDS) for all materials used on the job site by the Contractor. The Contractor will also provide an (1) alphabetical lists and (2) copies of Material Safety Data Sheets (MSDS) for all chemical products the Contractor will use on the job site. This information should be contained in a loose-leaf binder in alphabetical order according to the common name of the chemical. The alphabetical lists shall be by (1) the common chemical and (2) trade name for each MSDS.

- a. Within four (4) calendar days: Security Requirements. All Contractor employees performing work related to this contract and working within the Capitol complex shall be required to complete Contractor Employee I.D. Request form in accordance with the Special Security Requirements article AOC52.223-5.
- b. As required during contract performance: Poisonous Material Notices in accordance with the requirements herein.
- c. E Verify clause.
- d. Within seven (7) calendar days: Quality Assurance Plan in accordance with specifications.
- e. The Contractor shall employ only those methods, items of equipment and chemical cleaning agents that are recommended and approved for the intended use by the U.S. Department of Agriculture, (USDA), and the U.S. Environmental Protection Agency (EPA), and strong caustics, acids or highly abrasive compounds shall not be allowed. The Contractor's supervisory personnel shall be on site at all times during the window cleaning process. No work on this contract shall be performed on Saturdays, Sundays or Federal Holidays except for work done on the U.S. Senate Child Care Center and the Hart nine (9) story Atrium, which shall only be performed on Saturdays in coordination with the COTR.

1.18 Packaging/Packing/Shipping Instructions. Not Applicable

1.19 Applicable Documents. Provide a listing of all documents cited in the SOW including Government directives, formal specifications and standards, and other documents cited. Identify each by title, number, and the date of edition or revision.

1.20 Points of Contact

Contracting Officer William Brewster / [202.226.1946](tel:202.226.1946) / wbrewste@aac.gov,

Contract Specialist Donald Fuqua / [202.226.1910](tel:202.226.1910) / dfuqua@aac.gov.

Senate Office Buildings: Contracting Officers Technical Representative (COTR): Kirby Broughton / [202-224-7990](tel:202-224-7990) / kbrought@aac.gov

U.S. Capitol Building/CVC: Contracting Officers Technical Representative (COTR): Kellie Woody / [202-228-8800](tel:202-228-8800) / kdwoody@aac.gov

2.0 Definitions & Acronyms.

Exterior Windows -- For the purpose of this contract, the term shall mean those glazed surfaces of all buildings structures which face the open atmosphere and are directly and continuously subject to the effects of sunlight, window, and precipitation; this includes the skylights of the HSOB and windows exposed in the HSOB nine (9) story atrium. This definition also includes windows in areas which are fully enclosed vertically within the buildings, such as atria, and galleria, but open to the sky; as well as skylights, door entrances and door lights, glass panels and glass brick, if any.

Interior Windows - For the purpose of this contract, the term shall mean those glazed surfaces which face the interior of the buildings. Included in this definition is the HSOB atrium glass and frames, the glass panels and anodized aluminum on the pedestrian bridges. In addition, the sills on the interior of the Stair Tower of Daniel Webster Hall Page Dorm shall be included in this contract.

Oxidation – A condition resulting from one or more elements mixing together or with water to run down onto the glass causing a stain on the glass. Oxidation may be caused by, among other things; cement runoff, aluminum screens, airborne pollutants, and long periods of no window cleaning.

Foreign Matter – Means anything that has attached itself to the glass surface such as; paint, putty, caulking, weatherproofing, and various forms of oxidation.

Window framing materials and sills – Means anything that is not glass but is in the immediate area of the window glass, including, but not limited to: metal frames and metal and plastic panels above, below or beside window glass and sills. All window framing materials and sills shall be cleaned with a wet cloth or tool.



All anodized aluminum surfaces on the exterior and interior of HSOB (including atrium windows and sills, and walkways) shall be cleaned and wiped dry with micro fiber lint free towels.

Clean - Also referred to as "Cleanliness Quality" means shall mean a "like-new appearance entirely,

Or:

- a. The complete, comprehensive and thorough cleaning of any surface subject to cleaning as described herein including, but not limited to, corners and over all surfaces.
- b. The absence of any dirt, dust, litter, and debris including spider webs and birds' nests as well as surface marks, including finger prints, spills or other undesirable bonded surface residue that can be eliminated by appropriate damp or wet cleaning techniques.
- c. The absence of any soil, wax or other undesirable visible material bonded build up including, but not limited to, bird droppings, as well as paint concrete and asphalt deposits which can be eliminated by appropriate heavy duty, cycle or project cleaning techniques.
- d. The presence of surface finish, gloss, protection, transparency, chemistry, and reflectivity equal to "like new" or levels designated by the Authority.
- e. The absence of minor dust lint, spots, streaks, marks, or other limited surface soil that can be eliminated by appropriate spot cleaning techniques.

A surface will be considered clean if: (1) immediately after wiping it with a clean white glove, there is neither a visible change in the appearance of the surface nor are appearance of a visible mark on the glove or (2) the Contractor demonstrates to the satisfaction of the COTR that any visible dirt, dust, foreign matter, film, grime, stains, finger prints, streaks, spots, blemishes, and/or chemicals residues which remain on the surface after cleaning and cannot be removed without permanently damaging the underlying surface

Spots - A non-uniform film or coating that is visible to various degrees depending on the angle of view. It is usually associated either by the use of dirty cleaning equipment or inadequate rinsing of cleaning products from the surfaces on which they are used.

AOC – Architect of the Capitol

CO- Contracting Officer



COTR – Contracting Officers Technical Representative
CB- U.S. Capitol Building
CVC – Capitol Visitor Center
RSOB- Russell Senate Office Building
DSOB—Dirksen Senate Office Building
HSOB – Hart Senate Office Building
OSHA – Occupational Safety and Health Administration
FAR – Federal Acquisition Regulation
FFP - Firm-Fixed Price

3.0 Government Furnished Property (GFP). Contractor will provide their own materials and equipment.

4.0 Contractor Furnished Items. All materials, supplies, equipment and transportation to be provided by the contractor.

5.0 Specific Requirements

5.01 IDENTIFICATION BADGES/SECURITY: The Contractor shall ensure all Contractor employees performing work related to this contract within the Capitol complex obtain carry and display current identification badges issued from the House Security Department. The Contractor shall comply with all security requirements necessary for obtaining badges for its employees (See Clause H.4 “Special Security Requirements.) Without appropriate badges Contractor employees **SHALL NOT** be authorized to perform work within the Capitol complex.

5.02 UNIFORMS AND PROTECTIVE CLOTHING: All Contractor's personnel assigned to the performance of this contract are to wear a Contractor-provided standard distinctive uniform that is clearly distinguishable from all AOC Uniforms.

Uniforms are to be clean and maintained in good repair. A Contractor-provided, clearly readable name identification device consisting of the employee's name and the company name will be worn on or in the area of the left breast pocket.

The Contractor shall determine the need for and provide all personal protective equipment required for the safe performance of work. Protective clothing, equipment, and devices shall, as a minimum, conform to U. S. Occupational Safety and Health Administration standards for the products being used. All uniforms are to be worn as designed by the manufacturer.



5.03 SAFETY AND HEALTH:

- a. The Contractor shall observe all safety precautions throughout the performance of this contract.
- b. All work shall comply with the applicable requirements of 29 CFR 1910/1926 and 40 CFR 761, ANSI IWCA I 14.1--2001 EXCERPT and the AOC Safety Manual.
- c. All work shall comply with applicable state and municipal safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply.
- d. All personnel working on any equipment shall provide certifications for fall protection.
- e. The Contractor shall supply certifications for all personnel working on boom lifts and any other equipment needed for building access.
- f. The Contractor shall use all roof anchoring systems as intended and designed. This includes perimeter edge safety restraints.
- g. All personnel must employ the use of perimeter safety restraints when working in roof edge and exposed areas.
- h. Signage and cordons must be employed when working in general public areas or pedestrian walkways or other areas that come into direct or indirect contact with the public.
- i. Access must be maintained for pedestrian traffic in all areas at all times.
- j. Any special access that denies entry to any areas must be approved by the COR
- k. The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.
- l. The Contractor shall hold the Government harmless for any action on its part or that of its employees that results in illness, injury or, death.

5.04 CLEANING OPERATION – APPLICATIONS:

- a. Detergents and other cleaning liquids may be applied to both interior and exteriors glazed surfaces with sponges or cloth applicators. No hard abrasive materials shall touch the glass surfaces.
- b. All window cleaning operations shall be manually performed. Hydraulic pressure cleaning or water wand poles will not be allowed.
- c. Cleaning liquids may be removed by squeegee or cloth (lint free) wipers. After each cleaning operation, all glass shall be free of all foreign matter, oxidation, paint, grime, streaks, bird feces, any other removable matter, and excess moisture or water spots.
- d. Sash, mullions, sills and other surrounding surfaces shall be thoroughly wiped free of drippings and other watermarks with a clean chamois, micro fiber lint free soft cloth.
- e. The Contractor and his employees shall take the necessary precautions to prevent waste glass cleaning clean-water solutions from running down the face of the buildings and depositing dirt and/or grime in visible streaks, and from contacting persons or sensitive vegetation below the site of the cleaning operations.
- f. Cleaners shall use pads to protect the window sills when standing or placing cleaning materials on them, and all such pads and/or cloths necessary to protect Government property shall be furnished by the Contractor.
- g. During application and/or removal of cleaning solutions or rinse water from glass surfaces, paint and metal surfaces of window components (rails, mullions, sills at.) shall not be damaged, damaged, scratched or scarred by cleaning implements such as wipers or squeegees. Any damages caused during the aforementioned shall be reported to the Contracting Officers Representative (COR) immediately.
- h. Window cleaning scheduling shall be fully coordinated with the COR to insure that the work does not interfere with regular activities or pedestrian traffic at any of the work sites.
- i. Water faucets or valves will be turned off when not in use.

- j. Window cleaning **SHALL NOT** be performed during inclement weather.

5.1 Proposal Submission. See AOC Clauses AOC52.214-1 “Submission of Bids – Supplement (Jan 2011); Clause 52.214-2 “Public Bid Opening (Nov 2009)” both of Section L of the IFB.

5.2 Discuss Travel Costs. All transportation and travel will be provided by the contractor. There is no separate line item for reimbursable expenses in this requirement.

5.3 Deliverables and Reports.

- a. The following reports shall be provided by the contractor to the AOC COTR. All reports shall be defined within the frequency table.

The contractor will be required to maintain a quality control program to ensure that the requirements of this contract are met. This program shall be created for identifying and correcting deficiencies in the quality of services before the performance becomes unacceptable.

All reports submitted shall be transmitted electronically as the primary method. The electronic reporting format shall be developed between the Contractor, the CO and the CO or designee. Sample formats include but not limited to PDF, Microsoft Word or Microsoft Excel. If hard copy is required by the CO or designee electronic copy is to be provided as well.

- b. Work Plan Frequency and Information for the AOC

The contractor shall provide the plans outlined in “**Table 2: Work Plans**”

Table 2: Work Plans

WORK PLAN NAME:	Updated Versions due to the Contract
Management Plan	Semi-Annually
Quality Control Plan	Semi-Annually
Risk Management Plan	Five (5) business days before each quarterly review

5.4 Delivery Instructions: Reference

~~1.7.1 Schedule of Delivery–Reference~~

Table & Timeline – 001

IFB-SBA170036 - Window Cleaning Service - TABLE & TIMELINE						
TASK		OWNER	BEGIN	FINISH	Duration	STATUS
Post Solicitation on FBO		Donald Fuqua	November 7, 2016	December 19, 2016	42	In Progress
Pre-Public Bid Opening Site Visit	Twenty-One (19) calendar days from Post Solicitation	Kirby Broughton & Kelly Woody	November 29, 2016	November 29, 2016	0	Complete
Questions and Answers	Seven (03) calendar days from Pre-Award Site Visit	Kirby Broughton & Kelly Woody	November 7, 2016	December 2, 2016	25	Complete
Solicitation Closes (Bids Due)	Seventeen (17) calendar days from Questions and Answers	Donald Fuqua	December 19, 2016	December 19, 2016	0	Not Started
Public Bid Opening	Ten (10) calendar days from Bid Closing	Donald Fuqua	December 29, 2016	December 29, 2016	0	Not Started
Award	Four (11) calendar days from Solicitation Closing	Donald Fuqua	January 4, 2017	January 4, 2017	0	Not Started
Kick-Off Meeting / Review of documents per SOW.	Seven (07) calendar days from award	Donald / Kirby/ Kelly / Offeror	January 11, 2017	January 11, 2017	0	Not Started

5.5 Inspection and Acceptance Each jurisdiction will inspect and accept the services for their facility. The COTR will perform inspections on the premises of the Contractor, at no increase in contract price, all reasonable facilities and assistance for the safe and convenient performance of these duties.

If any of the services do not conform to contract requirements, the Government may require the Contractor to perform the services again in conformity with contract requirements, at no additional cost to the government within the period of performance.

5.6 Procedures for Payment. Billing and payment shall be accomplished in accordance with the contract clauses – Billing and payment shall be accomplished in accordance with the contract clauses and Block 25 (Standard Form 33, where it states that Billing & Payment will be made by Internet Payment Platform (IPP)).

Invoicing/Payments shall be performed in accordance with AOC Clauses AOC52.232-1 “Payment Requests (Feb 2016)” and AOC52.232-6 “Payment by Electronic Fund Transfer (Mar 2012)” both of Section I of the IFB.